

**CASE RECORD
ORGANIZATION**

Keep SER eligibility forms packeted together. Retain all SER eligibility materials for four years. Follow policy in BAM 300, The Case Record.

Exception: Payment for any service that has a lifetime limit must remain in the current case record until the limit is no longer allowed. This includes all energy-related home repairs from January 1, 1978.

CONFIDENTIALITY

Follow policy in BAM 310, Confidentiality and Public Access, regarding confidentiality.

HEARINGS

Follow policy in BAM 600, Hearings pertaining to SER.

**REFERRALS TO
OIG**

Follow policy in BAM 700, Benefit Overissuances, regarding referrals to the Office of Inspector General.

**RECOUPMENT OF
SER
OVERPAYMENTS**

A SER overpayment is an amount of assistance issued that the SER group was not eligible to receive. The Department attempts to obtain repayment from the SER group of all SER overpayments. See ERM 306, Burials, for information concerning estates discovered after SER payment.

SER overpayments are recouped only by requesting the SER group to repay the amount overpaid in cash (cash recoupment).

Inform the local office fiscal unit when an SER overpayment is discovered. Provide the fiscal unit with the amount of the overpayment and the date the overpayment was issued. The fiscal unit collects receipts and records cash payments from the SER group. No other local office staff collects or accepts any cash payments.

Local office fiscal staff follow procedures in the Accounting Manual for cash recoupment on inactive cases; see Accounting Manual (ACM) item 481-2.

LEGAL BASE

1939 PA 280, as amended
MAC 400.7001 - 400.7049